

NETWORK MANAGER REPORT



MARCH 2006

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

Wrapping up the first quarter has kept Alabama Interactive (AI) on a fast pace. During the month of March, AI completed three new agency applications and one complete application redesign. In addition to developing current requests, AI met with three agencies to discuss new service offerings and opportunities.

Highlights during the month were:

- The Alabama Department of Revenue received a complete redesign to the tax extension system. The major addition to the system will allow for corporations to file for an extension in addition to individual tax payers.
- The Alabama Department of Revenue contacted Drake Software Company with a request to make some software modifications to allow their clients to have the ability to export files in the format required for online filing. Drake has also placed a link on the software to connect users directly to the tax extension application found on alabama.gov. Drake is the product of a successful pilot program to allow the functionality to all tax preparation software providers.
- The Alabama Department of Revenue launched a tax estimation application. This application will allow taxpayers, both individuals and businesses to file their estimations online. The Department is extremely proud of this application due to its features and capabilities, which in many areas exceed the efforts in place by the IRS.
- The initial phase of the Mental Health and Mental Retardation case management training site is now complete. This fully automated site will allow case managers to complete training and certification from the comfort of their homes or offices. Future phases are in planning to include additional functions.
- The Alabama Real Estate Commission (AREC) Simple Transfer application is now live and in production. The simple transfer application enables licensees the ability to activate and deactivate their license with a company online. AREC is pleased with the initial adoption due to the fact that their constituents are trained to visit their online menu to interact with the commission. No promotion was delivered by the agency during March and over 20 transfers were completed through the new system.
- The Board of Interpreters and Transliterators license renewal application has achieved over 50% adoption in its first two months. This application was released in February.
- The Alabama Real Estate Commission experienced increased adoption with its January redesign to the existing certification application, which allows additional constituents to utilize the system. Compared to March of last year, the increase in certifications purchased is over 55 percent.

Marketing

Marketing has stayed busy with the finalization of the Digital Government Summit. The guest speakers have been finalized and are guaranteed to capture the audience's attention. The guest speakers will be Al Sherwood, former Deputy CIO of Utah, from the Center for Digital Government and David McClure, Vice President of Research, from the Gartner Group. Also, Jim Main, Director, Department of Finance, will be issuing an opening digital address.

With springtime comes the awards season, so Alabama Interactive has been busy preparing the State's Official Web Site alabama.gov for a fresh look with some subtle changes. As the State's largest publication, these changes will ensure a fresh look and inviting feel for its visitors. Upon completion, the site will be submitted to the Center for Digital Government as part of the annual Best of the Web competition.

Customer Service

During March, Alabama Interactive converted the on-call system from a pager to a primary and secondary cell phone. This will help to ensure that Alabama Interactive subscription customers can continue to receive top-notch customer service if automated systems experience delays during non-business hours.

Online chats experienced a heavy traffic load in March, exceeding 990 correspondences. One visitor was looking for information on filing liens for construction on railroads. The customer service team was able to respond in a matter of minutes with the link to the specific code of Alabama. The visitor, Suellen Pesnell with McCord Tie and Timber in Falkville, AL replied with the following comment, "Thank you, this site is great! You saved me a lot of time!"

Development

In March Alabama Interactive sent Robert Hines, Lead Developer to attend a company sponsored Secure Web Development Training session held in Kansas. For the AI Dev-Share meeting, the team discussed Robert's training on Web Application Security. By reviewing the course material, all members received additional training on procedures and practices to follow.

Continuing to move in a parallel direction with our State partners, the development team also conducted a hands-on training session about .NET. The team became familiar with the software Visual Studio 2005 and created a simple web application that included a user registration page and a secure login authentication with user access level permissions. These steps are continuing to prepare our team for future development in .Net.

March was a strong month for the development team and we continue to have a large number of applications in agency testing, waiting on final approval to go live, with several more in development. The developers look forward to launching several applications in April.

PROJECT REPORT

COMPLETED!

Completed in 2002

- | | |
|-------------------------------------|--|
| Alabama Board of Nursing | <ul style="list-style-type: none">· Renewal of Registered Nursing License· Reactivation of a Nursing License· Reinstatement of a Nursing License |
| Alabama Department of Public Safety | <ul style="list-style-type: none">· Electronic Access to Motor Vehicle Records |
| Alabama Real Estate Commission | <ul style="list-style-type: none">· Renewal of Real Estate Licenses· Broker/Agent Certification |
| Alabama Secretary of State | <ul style="list-style-type: none">· Merchant Services |

Completed in 2003

- | | |
|--|---|
| Alabama State Banking Dept. | <ul style="list-style-type: none">· Renewal of Small-Loan and MiniCode License· Renewal of Pawn Broker License· Renewal of Mortgage License |
| Alabama State Bar | <ul style="list-style-type: none">· Membership Renewal |
| Alabama Board of Chiropractic Examiners | <ul style="list-style-type: none">· Renewal of License· Licensee Verification |
| Alabama Department of Conservation and Natural Resources | <ul style="list-style-type: none">· Online Hunting and Fishing Licenses· Hunting and Fishing Licenses/Point-of-Sale· Probate Court Point of Sale Hunting and Fishing Licenses· Oak Mountain Bow Hunt Registration· Outdoor Alabama Subscription |
| Alabama Department of Finance, Office of the CIO | <ul style="list-style-type: none">· Alabama State Portal |
| Alabama Department of Insurance | <ul style="list-style-type: none">· Merchant Services· Merchant Services for Provider Renewals |
| Alabama Board of Nursing | <ul style="list-style-type: none">· License verification and disciplinary status-Subscriber· Name and Address Change· LPN Renewal |
| Alabama Real Estate Commission | <ul style="list-style-type: none">· Instructor License Renewal |
| Alabama Department of Revenue | <ul style="list-style-type: none">· Sales, Use and Lodging Tax Filings· Refund Status for Individual Income Tax |
| Alabama Secretary of State | <ul style="list-style-type: none">· UCC (Uniform Commercial Code) Filings |

Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

Completed in 2005

Alabama State Board of Chiropractic Examiners	-Initial Facility Permit -License Renewal Updates for 2005
Alabama Department of Environmental Management	-“Smoke School” Registration -Smoke School Fall Registration Updates
Alabama Department of Industrial Relations	-Workers Compensation CE Registration -Unemployment Quarterly Tax Updates

Alabama Department of Public Health	-Children's Health Insurance Program Payments -Provider Service Facility Renewal
Alabama Real Estate Commission	-Continuing Education Course Renewal -Change of Information
Alabama Department of Revenue	-Income Tax Extension Application -Trip and Fuel Permits
Alabama Board of Registration for Foresters	-License Renewal
Alabama Plumbers and Gas Fitters Board	-Merchant Services
Real Estate Appraisers Board	-License Renewal
Alabama Board of Public Accountancy	-License Renewal
Alabama Board of Nursing	-Military Nurse Renewals -LPN Renewals
Alabama Board of Pharmacy	-Institution (hospital) License Application
Alabama Board of Examiners in Speech-Language Pathology and Audiology	-License Renewal
Alabama Homebuilder Licensure Board	-Renewal of Inactive License
Alabama Board of Professional Engineers and Land Surveyors	-License Renewal
Alabama Public Service Commission	-Annual Registration Application (RS-1)
Alabama Department of Conservation and Natural Resources	-Marine Resources Point-of-Sale -Local Probate Update
Alabama State Banking Department	-Multiple License Renewal -Updates to Mortgage and D.P.
Alabama Board of Architects	-License Renewal

Completed for 2006

Agency	Application	Description	Status
Alabama Licensure Board for Interpreters and Translitterators	License Renewal	This service allows professionals to renew their licenses and permits online.	This application is complete and in production.
Alabama Department of Revenue	Tax Estimations	This service allows taxpayers to file their current year tax estimations.	This application is complete and in production.
Alabama Real Estate Commission	Simple Transfers	This service allows licensees to activate or deactivate their existing license with a real estate company.	This application is complete and in production.
Alabama Department of Mental Health and Mental Retardation	Case Manager Online Subscription Services	This interactive service allows case managers to complete training and certification via the web.	This application is complete and in production.

Updates in 2006

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Becoming an Outdoor Woman Updates for Spring 2006	Updates to last year's online application. Allows users to select courses and find out automatically which course they will be in.	This application is complete and in production.
Alabama Department of Industrial Relations	Workers Compensation Application Updates	This is an update to a pre-existing application for DIR	This application is complete and in production.
Alabama Real Estate Commission	Certification Updates	This is an update to a pre-existing application for AREC.	This application is complete and in production.

Alabama Board of Chiropractic Examiners	Intranet Utility	Allows the Board to generate reports for renewals of facilities	This application is complete and in production.
Department of Public Health	Provider Facility Renewal Update	Update will allow for late fees to be charged to facilities renewing late.	This application is complete and in production.
Alabama Department of Revenue	Tax Extension	Redesign allows for corporations to file extensions	This application is complete and in production.

IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005
Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is in agency testing.	March 2006
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is in agency testing.	July 2005
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in testing.	September 2005
Alabama Department of Conservation and Natural Resources	Headquarter Updates	This service is an update to the headquarter application.	This application is in agency testing.	February 2006

Alabama Board of Nursing	Pay Fee/Fine Application	This will be a service to allow Nurses to pay a fee/fine online	This application is in development.	March 2006
Alabama Department of Public Health	E.M.S. License Renewal	This service will allow E.M.S. professionals to renew their licenses online.	This application is in development.	March 2006
Department of Conservation and Natural Resources	Boat Registration	This service will allow citizens to register their boats online	This application is in the project planning phase.	March 2006

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for examinations.	This application is on hold.	August 2006
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in development.	May 2006
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application is on hold until for database design. The next renewal period begins January 2007.	January 2007

Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is in the project planning phase.	April 2006
Farmers Market Authority	Shopping Cart	This will be a shopping cart Application.	This application is in the pre-project planning phase.	April 2006
Alabama Department of Insurance	Merchant Services, Fireworks permits	This will be a merchant service application to accept echeck payments.	This application is in development/ on hold by agency.	April 2006
Alabama Board of Heating and Air Conditioning Contractors	License Renewals	This will be an online license renewal application for heating and air conditioning contractors	This application is in the pre-project planning phase.	May 2006
Alabama Board of Physical Therapy	License Renewals	This will be an online license renewal application for physical therapists	This application is in the pre-project planning phase.	July 2006
Alabama State Board of Public Accountancy	Firm Renewals	This will be an online renewal application for accounting firms	This application is in the pre-project planning phase.	July 2006
Department of Conservation and Natural Resources	Online Store for State Parks	This will be a shopping cart Application.	This application is in the pre-project planning phase.	September 2006
Marriage and Family Therapy Board	License Renewal	This will be an online license renewal application for therapists.	This application is in the pre-project planning phase.	May 2006
Home Medical Equipment Board	License Renewal	This will be an online license renewal application for sellers of home medical equipment.	This application is in the pre-project planning phase.	September 2006

SERVICE REQUESTS

Service Request #93

Alabama Department of Revenue – Certificate of Good Standings

Alabama Interactive requests and recommends that this service for the Alabama Department of Revenue is added to the network as a charge service. The certificate of good standing application will be developed at no cost to the Alabama Department of Revenue.

Service Request #94

Alabama Correctional Industries- Shopping Cart

Alabama Interactive requests and recommends that this service for the Alabama Correctional Industries is added to the network as an in-kind service. The custom shopping cart application will be developed at no cost to Alabama Correctional Industries.

MONTH IN REVIEW

Total March AI Network Transactions:	192,743
Average Successful Request per Day:	6,217
Total March alabama.gov Visitors:	228,449
Total March alabama.gov Page Views:	1,610,845
Total March alabama.gov Chats or Offline Messages from Live Help:	994

OPERATIONS & ADMINISTRATION

Alabama Interactive is making final preparations for the Digital Government Summit to be held on April 12th.

OTHER BUSINESS/IN CLOSING

In closing, March has been a steady month for application adoption growth, completion of new applications and service requests. Several new applications are under development, while several others remain in agency testing.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

I can be reached at 334-261-1988, or email at wmcinnis@alabamainteractive.org

Respectfully Submitted,

Winn McInnis